



STATE OF TENNESSEE  
Finance and Administration  
**AMENDMENT # 1**  
**RFP # 317.03-142**

**May 19, 2006**

**The subject RFP is hereby amended as follows.**

**A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.**

EVENT	TIME	DATE	UPDATED/ CONFIRMED
1. State Issues RFP		April 26, 2006	CONFIRMED
2. Disability Accommodation Request Deadline		May 3, 2006	CONFIRMED
3. Pre-proposal Conference	10:00 a.m.	May 5, 2006	CONFIRMED
4. Notice of Intent to Propose Deadline		May 9, 2006	CONFIRMED
5. Written Comments Deadline		May 12, 2006	CONFIRMED
6. State Responds to Written Comments		May 19, 2006	CONFIRMED
7. Proposal Deadline	2:00 p.m.	May 26, 2006	CONFIRMED
8. State Completes Technical Proposal Evaluations		June 5, 2006	CONFIRMED
9. State Opens Cost Proposals & Calculates Scores	9:00 a.m.	June 6, 2006	CONFIRMED
10. State Issues Evaluation Notice & Opens RFP Files for Public Inspection	9:00 a.m.	June 8, 2006	CONFIRMED
11. Contract Signing		June 20, 2006	CONFIRMED
12. Contract Signature Deadline		June 27, 2006	CONFIRMED
13. Contract Start Date		July, 3, 2006	CONFIRMED

**B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.**

**Technical Support Services (TSS)**

**RFP # 317.03-142**

**Responses to Written Comments**

Item #	Question	Response
	<b>Note: in the questions that follow, any vendor's restatement of the text of the Request for Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.</b>	

Item #	Question	Response												
1.	[Vendor Name Removed] is requesting current rate information with your contract that you have with Local Government Data Processing. Please send all rates for the positions that you are requesting that we included in your RFP including storage rate and delivery rate.	<p>Rates were established for the first contract year only and all rates were adjusted by the percentage of the annual CPI increase each of the subsequent four contract years.</p> <p>Job classifications for technical support were reviewed and updated in this RFP to reflect current staff requirements, allowing adjustments for urban and rural counties.</p> <p>The following reflects the current rates for job titles retained and the Special Project hourly rate.</p> <table><tr><th>JOB TITLE</th><th>HOURLY RATES July 1, 2005 - June 30, 2006</th></tr><tr><td>Computer Technician I</td><td>\$37.16</td></tr><tr><td>Computer Technician II</td><td>\$43.70</td></tr><tr><td>Network Technician I</td><td>\$39.25</td></tr><tr><td>Network Technician II</td><td>\$44.75</td></tr><tr><td>Management Services Technician</td><td>\$52.07</td></tr></table> <p>Special Project Price for unit rates for each task listed in SOW. If the Agency requests an hourly rate, the rate quoted per hour shall not exceed \$58.61 from July 1, 2005 through June 30, 2006.</p> <p>Storage and delivery rates were not pre-set in current contract. They were included, as needed, in unit rates for special projects for each SOW.</p>	JOB TITLE	HOURLY RATES July 1, 2005 - June 30, 2006	Computer Technician I	\$37.16	Computer Technician II	\$43.70	Network Technician I	\$39.25	Network Technician II	\$44.75	Management Services Technician	\$52.07
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Management Services Technician	\$52.07													
2.	The Introduction states that “service must be readily available.” Does this mean that the contractor must have staff “on the bench” or that with reasonable notice depending on the size of the task, the appropriate staff would be available?	Contact Attachment B states that a Service Price Quote for the SOW must be sent to the State within six working days. Work could start as soon as the Price Quote is accepted. The readily available response should be available for all counties.												
3.	Can the State require any job description other than the Special Project Rate Per Hour for “deployment work?” In other words, can the State require that a 3000 unit deployment be carried out by Network Technicians for example?	The State will define the task and the appropriate staffing level in the SOW. See Contract Section A.2. Contract Attachment B, Item 2 states that the Contractor may recommend and discuss with the State Agency changes. Adjustments will require State approval.												
4.	1. Can the State assign specific parts of a deployment (3000 unit deployment for example)	1. See response to Question 3 above. 2. Duration will be specified in the SOW. There												

Item #	Question	Response
	to specific job titles or can the vendor provide people with appropriate skill under the Special Project Rate category? 2. Is there a minimum time duration for the use of Computer Technicians, Network Technicians, or Management Services Technicians?	is no minimum duration for the use of titled staff.
5.	Is the Conveyance Rate Per Mile to be per vehicle mile driven, or per man mile traveled? Since this rate is to include hourly rates for manpower it should be noted that often multiple people travel per delivery vehicle.	The Conveyance Rate includes all vehicle travel costs, as stated in A.2.c. The rate per miles is for vehicle mile driven.
6.	When the contractor is contracted to deliver and pick up equipment only, what hourly rate would be used to compensate for loading and unloading of equipment?	The contract will be amended to provide an hourly rate for non-technical staff loading and unloading equipment. See Amendment Items C, D, E, and H below.
7.	How will the contractor be compensated for statewide travel time that does not include Pickup or Delivery Service?	See Contract Sections A.9. and C.4. for a complete explanation of pre-approved travel not associated with A.2.c.
8.	Are there instances where the State would determine the "Official Station" to be somewhere other than Nashville? Could the State's "Official Station" be anywhere in the state?	See Contract Section C.4.a. and Contract Attachment B, Item 7.a.b. Since the official station is established by the SOW based on where most of the work will be performed the "Official Station" could be anywhere in the state.
9.	Does the "Official Station" concept apply to statewide deployment work?	See response to Question 8 above.
10.	How is square footage per unit determined?	See Contract Section C.3.a.** Storage Rate Per Sq. Ft. is based on square footage required per equipment unit. Length * Width = Square Foot
11.	If three units each requiring 2 sq/ft per unit are stacked in the warehouse, will the vendor be paid for 6 sq/ft or for 2 sq/ft?	See response to Question 10 above. In this example the vendor would be paid for 6 square feet.
12.	What specific tasks are included in "Warehouse and Inventory Service?"	The contract will be amended to provide an explanation for tasks included in Warehouse and Inventory Service. See Amendment Item F below.
13.	The contract states that "exceptions to State standard hours may be requested" implying that they would be requested by the contractor. Can the State require the vendor to work outside of the State standard hours, such as on weekends or holidays?	The project deadline may require task completion during non-standard State hours. Such exceptions will require pre-approval.

Item #	Question	Response
14.	If the contractor is required to work outside of State standard hours, or in addition to 40 hours per week, is there a provision for overtime?	Service Rate Per Hour applies to all hours worked, standard or non-standard.
15.	The contractor's response to a SOW is to include personnel by name. Is it acceptable for the contractor to hire temporary help to work on a specific SOW? If so, their names may not be readily available.	Contract Attachment B, Item 2., number 3., bullet 1 will be amended to read – Identify each person by Job Title or special project task. See Amendment Item G. below.
16.	Will the State determine how many people the contractor will use to accomplish the work on a specific SOW?	See response to Question 3 above.
17.	Storage – No more than two hundred miles from the "Official Station".... a. Where is the official station? b. Or is this per engagement? c. How much square footage is in use today? d. What is the anticipated storage needs for the duration of the contract	a. See response to Item 8. b. Per SOW (See response to Item 8.) c. Storage is not currently charged by square foot so no data is available. d. It is not possible to anticipate use of storage since this contract will be used to augment State resources on an as needed basis.
18.	Is there a Bid or Performance Bond associated with this RFP?	There is no Bid or Performance Bond associated with this RFP.
19.	This is a three year contract with the option to extend for another several years. At the end of the first three years can the contractor's price change?	Each extension year will be adjusted by the CPI. See Contract Section C.3.b.
20.	Page 19 under the pricing grid it states: a. The special project composite rate per hour is the average of the rates for computer technicians and network technicians....? b. The state may authorize the composite rate per hour when the project scope is narrow...., well defined in the SOW and does not specify the job titles  <i>Please explain the meaning of this statement</i>	The State may define the scope and tasks of the project and allow the Contractor to propose the appropriate staffing approach. The special project composite rate may be used when the task does not require skill sets specific to the available job titles.  Example SOW Task Description: Four contractors are needed during a period of two weeks, beginning August 1, 2006, to collect and reconfigure 200 PCs for agency staff. All work will be done in the State office building located on Smith Street in Anytown. The total cost shall not exceed \$5,500.00.
21.	For 2005 what is the average number of hours for each of the following: a. Computer Technician – Urban b. Computer Technician – Rural	The current contract blends urban and rural staff with levels of experience. The Special Project composite rate made no urban/rural distinction. The greater number of tasks used

Item #	Question	Response
	c. Network Technician – Urban d. Network Technician – Rural e. Management Services Technician – Urban f. Management Services Technician - Rural	<p>Special Project rates in 2005.</p> <p>In the current contract SOWs have been used only for Special Projects. In a five-year period 4 to 7 SOWs have been processed each year, ranging in value from \$1,000 to \$430,000. In addition, approximately 114 staff augmentation positions have been filled without using an SOW process.</p> <p>RFP 317.03-142 redefines many features of the previous contract, including Job Titles, Urban and Rural classifications, payment methodology, SOW requirements, etc. Meaningful numbers are not available for comparison.</p>
22.	<p>What is the forecasted 2006 number of hours for each of the following categories:</p> g. Computer Technician – Urban h. Computer Technician – Rural i. Network Technician – Urban j. Network Technician – Rural k. Management Services Technician – Urban l. Management Services Technician - Rural	<p>It is not possible to anticipate use of personnel since this contract will be used to augment State resources on an as needed basis.</p>
23.	<p>How many equipment pick ups and deliveries were made in 2005?</p>	<p>See response to Question 21 above. Equipment pick ups and deliveries were also blended into the Special Project Composite Rate.</p>
24.	<p>Will the Prime Contractor allowed to add Subcontractors , with the State's approval , during the Course of the Project ? Such a need for additional resources may arise, given the nature of the Project being Technical Support Services in all counties .</p>	<p>Contract Section D.5 states the conditions for subcontractor approval during the term of the contract. All communication must be through the State Contractor Administrator named in Contract Section E.2.</p>
25.	<p>Does the State intend to award this contract to a sole source?</p>	<p>The State definition of Sole Source is to award a contract without competitive bidding. RFP 317.03-142 is not a Sole Source procurement. This RFP requires competitive bidding. The State will award only one contract to the Vendor whose proposal is rated to be the best evaluated.</p>
26.	<p>Can you direct us to a weblink detailing the previous contract?</p>	<p>The previous contract is not available online.</p>
27.	<p>Who is the State's current vendor handling Technical Support Services?</p>	<p>Local Government Data Processing Corporation</p>

Item #	Question	Response
28.	How many SOW's have been publishing under the previous contract to the current vendor?	See response to Question 21above.
29.	When the perspective Agencies submit their SOW, please clarify that they are sending those requests to the awarded vendor.	Agencies will submit SOWs to the awarded vendor in coordination with the State Contract Administrator.
30.	In regard to Technical Staffing, does the State's internal OIT Department handle some of the same responsibilities?	Agencies employ technicians that do similar work. This contract allows the State to augment staffing for specific projects in defined time periods.

**C. Delete Section A.2.c. of the *pro forma* contract in its entirety and insert the following in its place**

C.3.a. For services performed from July 1, 2006, through June 30, 2009, the Contractor shall be compensated based upon the following Service Rates:

	July 1, 2006 — June 30, 2007	July 1, 2007 — June 30, 2008	July 1, 2008 — June 30, 2009
<b>SERVICE RATE BY JOB TITLE PER HOUR</b>			
Technician Assistant - Urban	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Technician Assistant - Rural	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Computer Technician - Urban	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Computer Technician - Rural	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Network Technician - Urban	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Network Technician - Rural	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Management Services Technician - Urban	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Management Services Technician - Rural	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
<b>SPECIAL PROJECTS COMPOSITE RATE PER HOUR *</b>			
Special Project Rate Per Hour - Urban	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
Special Project Rate Per Hour - Rural	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
<b>CONVEYANCE RATE PER MILE</b>			
Equipment Pickup and Delivery	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]
<b>STORAGE RATE PER SQUARE FOOT **</b>			
Warehouse and Inventory	[\$AMOUNT]	[\$AMOUNT]	[\$AMOUNT]

\* The Special Project Composite Rate Per Hour is the average of the rates for Computer Technician and Network Technician. The State may authorize the Composite Rate Per Hour when the project scope is narrow, well defined in the SOW, and does not specify Job Titles (reference Section A.2.b.).

\*\* Storage Rate Per Sq. Ft. is based on square footage required per equipment unit.

**D. Delete RFP Attachment 6.4 – INSTRUCTIONS FOR THE COST PROPOSAL TABLE ON THE FOLLOWING PAGE: Item 2 in its entirety and insert the following in its place:**

**2. The Proposer shall enter:**

Items #1 through #4 in the column labeled “Rate Per Hour,” the hourly rates for each Job Title in both urban and rural counties. For the purpose of this procurement urban counties will include: Shelby (Memphis), Madison (Jackson), Davidson (Nashville), Hamilton (Chattanooga), Knox (Knoxville) and Sullivan/Washington (Bristol, Kingsport, and Johnson City). All other counties will be considered rural.

Item #5 in the column labeled “Rate Per Mile,” the Conveyance rate per mile, including, but not limited to, travel time hourly rates for manpower, fuel, vehicle mileage and any necessary return visits to complete the pickup and delivery of equipment.


Item #6 in the column labeled “Rate Per Sq. Ft.,” the storage rate per square foot is based on square footage required per equipment unit.

The Proposer **must** enter rates for Years, 1, 2 and 3. Failure to do so shall render the Proposal non-responsive and the Proposal shall be rejected.

**E. Delete RFP Attachment 6.4 – Cost Proposal Table – RFP #317.03-142 in its entirety and insert the following in its place:**

**Cost Proposal Table – RFP # 317.03-142**

#	Job Title	Year	Rate Per Hour	Weight	Factored Cost (For State's Use only)
1	Technician Assistant - Urban	Yr. 1		4	
	Technician Assistant - Rural	Yr. 1		2	
	Technician Assistant - Urban	Yr. 2		4	
	Technician Assistant - Rural	Yr. 2		2	
	Technician Assistant - Urban	Yr. 3		4	
	Technician Assistant - Rural	Yr. 3		2	
2	Computer Technician - Urban	Yr. 1		10	
	Computer Technician - Rural	Yr. 1		5	
	Computer Technician - Urban	Yr. 2		10	
	Computer Technician - Rural	Yr. 2		5	
	Computer Technician - Urban	Yr. 3		10	
	Computer Technician - Rural	Yr. 3		5	
3	Network Technician - Urban	Yr. 1		10	
	Network Technician - Rural	Yr. 1		5	
	Network Technician - Urban	Yr. 2		10	
	Network Technician - Rural	Yr. 2		5	
	Network Technician - Urban	Yr. 3		10	
	Network Technician - Rural	Yr. 3		5	
4	Management Services Technician- Urban	Yr. 1		4	
	Management Services Technician- Rural	Yr. 1		1	

	Management Services Technician- Urban	Yr. 2		4	
	Management Services Technician- Rural	Yr. 2		1	
	Management Services Technician- Urban	Yr. 3		4	
	Management Services Technician- Rural	Yr. 3		1	
#	Conveyance	Year	Rate Per Mile	Weight	Factored Cost (For State's Use only)
5	Equipment Pickup and Delivery	Yr. 1		2	
	Equipment Pickup and Delivery	Yr. 2		2	
	Equipment Pickup and Delivery	Yr. 3		2	
#	Storage	Year	Rate Per Sq. Ft.	Weight	Factored Cost (For State's Use only)
6	Warehouse and Inventory	Yr. 1		2	
	Warehouse and Inventory	Yr. 2		2	
	Warehouse and Inventory	Yr. 3		2	
The RFP Coordinator shall use the evaluation cost amount derived from the proposed cost amounts above and the following formula to calculate the COST PROPOSAL SCORE. Calculations shall result in numbers rounded to two decimal places.					
Evaluation Cost Amount: (sum of all factored cost amounts above)					
<div>Lowest Evaluation Cost Amount from <u>all</u> Proposals</div> <div>Evaluation Cost Amount being evaluated</div>				<div>X 35 (maximum section score)</div> <div>= SCORE:</div>	

**F. Delete Section A.2.c. of the *pro forma* contract in its entirety and insert the following in its place:**

**A.2.c. Equipment Management.**

In addition to the personnel assigned to the SOW, the State may require pickup and delivery or warehousing and inventory control of specified equipment.

Conveyance - Pickup and Delivery Service. This service will include all vehicle travel costs including, but not limited to, travel time hourly rates for manpower, fuel, vehicle mileage and any necessary return visits to complete the pickup and delivery of equipment.

Storage - Warehouse and Inventory Service. Warehouse facility must be located no more than two hundred (200) miles from the "official station." Warehousing service will be based on square footage required per equipment unit when specified by the SOW. This service will include warehousing and inventory tasks including, but not limited to, receiving, handling, purchase orders, packing slips, inventory control tags, and inventory and tracking reports.

**G. Delete Contract Attachment B, Item 2, number 3, bullet 12 of the *pro forma* contract in its entirety and insert the following in its place:**

Identify each person by Job Title or special project task.



**H. Add the following to Contract Attachment A – Job Titles and Service Requirements.**

**Technician Assistant Service Requirements**

This service encompasses all areas of technical support that does not require the expertise of a Technician. Support includes, but is not limited to, loading and unloading equipment and removal of old hardware.

**Qualifications of Technician Assistant**

Technician Assistants must be pre-instructed in the proper handling of computer equipment. They may provide non-technical assistance without the presence of a Technician or they may provide assistance under the guidance of a Technician.